

United States Department of Agriculture
Animal and Plant Health Inspection Service

Administrative Notice APHIS 99-3 12/8/98

SOURCE OF WIRELESS SERVICES — CELLULAR PHONES AND PAGERS

1. PURPOSE

This Notice notifies employees of the source for APHIS wireless services. The General Services Administration awarded to GTE Government Systems in November 1996 the Federal Wireless Telecommunication Services (FWTS) contract. FWTS provides nationwide wireless voice and data telecommunications services and equipment to Federal, State, and local government agencies in the continental United States, Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands, Guam, American Samoa, and the Northern Marianas. The contract has a performance period of 3 base years and 5 1-year options.

2. DEFINITIONS

- a. Cellular Phone. Telephone service that is wireless.
- b. Pager. Mobile receiver for communicating messages capable of displaying a phone number or message.
- c. DAR. Designated Agency Representative who supports the FWTS and is also an authorized Agency procurement official.
- d. Radio and Wireless Services Manager. Coordinator with the DAR to ensure the customer obtains the most effective solution.

3. POLICY

- a. Effective immediately, all APHIS offices will use the GTE FWTS contract to secure wireless services for existing or new cellular phones or pagers. The equipment portion is optional.

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- b. In accordance with a Departmental memorandum dated May 28, 1998, USDA Centralized Billing for Telecommunications Contracts, all charges for services will be billed by GTE through the USDA Office of the Chief Information Officer using established billing hierarchies.

4. RESPONSIBILITIES

- a. The user will:

- (1) Establish the need for wireless telecommunications service.
- (2) Contact the DAR or Radio and Wireless Services Manager for assistance/coordination.
- (3) Purchase equipment from a local source or order from FWTS.
- (4) Submit a request for wireless service either electronically to GTE Government Systems or directly to the APHIS Procurement office.
- (5) Use FTS2000/FTS2001 for long distance service via the calling card (mandatory) when using the cellular phone.
- (6) Monitor service use.
- (7) Approve and pay service costs.

- b. The DAR will:

- (1) Assist the user with procuring the service.
- (2) Process the procurement request received from GTE Government Systems or the user.
- (3) Maintain an inventory of services procured.

5. ORDERING

- a. Electronic. Employees can access the GTE Government Systems World Wide Web at **www.fedwireless.com** and follow the ordering procedures. Orders will be routed by GTE Government Systems to the authorized Agency procurement official.
- b. Mail. Employees may contact the FWTS representative by calling 1-888-FED-WIRE. A GTE customer service representative will, upon request, send service ordering forms, provide information about the service, and answer questions about obtaining the service. After receiving the ordering form, forward the completed form with an AD-700, Procurement Request, to the authorized Agency procurement official at the Field Servicing Office.

6. ADDITIONAL INFORMATION

- a. FWTS is a nationwide wireless service with cost-competitive rates and a single source of accountability to maximize the Government's buying power. It is a single point of contact for service provisioning, customer service, trouble handling, billing, performance reporting, contract administration, and emergency response. FWTS has extensive experience in serving the Federal government and affords us the flexibility to obtain additional emerging wireless services and equipment.
- b. FWTS delivers services and equipment in all 734 service areas within 2 business days after receipt of a service order request.
- c. Each service area has separate pricing schedules and service/features availability. FWTS pricing is adjusted continually throughout the life of the contract to reflect local market changes.
- d. Wireless equipment is offered as an option on the FWTS contract. Users who already have compatible equipment will be able to use their existing equipment with the FWTS service.
- e. Digital services and equipment are offered where commercially available from FWTS carrier partners--50 cellular partners.

- f. Employees who already have a wireless service contract in place will retain their contract until its term is completed. The service then will be initiated with FWTS.

7. INQUIRIES

For further information and/or assistance, call:

- a. GTE Government Systems -- The FWTS Service Center at 1-888-FED-WIRE.

- b. APHIS DAR's

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d. This Notice is available on the Information Technology home page at
www.aphis.usda.gov/library.

Michael C. Gregoire /s/
Chief Information Officer
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Office of the Administrator

